



## Customer Service Representative

**Department:** Countywide

**EEO Code:** 26

**Class Code:** 1152

**FLSA:** N

**Effective:** 01/01/1995

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### **GENERAL STATEMENT OF DUTIES:**

Under general supervision; performs work of moderate difficulty in assisting the public with requests for information or services and in resolving customer requests, complaints or problems; and performs other work as required.

### **SPECIFIC STATEMENT OF DUTIES:**

Greets and provides information to the public regarding County services; advises and interprets policies and researches questions and requests made by citizens; notifies citizens concerning the status of their requests; compiles reports via computer tracking system; assists customers in person or by telephone with invoice inquiries; answers questions concerning rates, adjustments, service charges, taxes, assessments, licenses, fees and credit policies; uses computer to input customer account information and resolve customer inquiries; assists customers with requests for service and changes to existing service; investigates and collects current and delinquent taxes and fees; enters new accounts, transfers, changes and billing into system; assists public in registering new vehicles, transferring county decals, answering questions regarding personal property taxes, proration of personal property taxes and vehicle license requirements; may collect money; and performs other work as required.

### **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

Good knowledge of current office practices and procedures; of laws, rules, and regulations applicable to department.

Working skill in conducting interviews; in establishing and maintaining effective working relationships with internal and external customers; in performing mathematical calculations with accuracy and speed; in using mainframe terminals and personal computers to establish and terminate customer accounts.

### **MINIMUM EDUCATION AND EXPERIENCE:**

Graduation from high school and one year of customer service experience; or an equivalent combination of training and experience.

### **ADDITIONAL REQUIREMENTS:**

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
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